Bridging the Gap: Developing a Mutual Aid Agreement

2016 Fitting the Pieces Together Conference
November 3-4, 2016
OVERVIEW

Tragic incidents that led to developing a mutual aid agreement

Mutual Aid Agreement - what it covers
On May 23, 2014, in Isla Vista, California, Elliot Rodger killed six people and injured fourteen others near the campus of University of California, Santa Barbara, before taking his own life.

On April 10, a charter bus carrying high school students to Humboldt State University’s Spring Preview was involved in a tragic accident on I-5. The accident took the lives of five students, as well as an HSU admissions counselor, two chaperones and the drivers of both vehicles. More than 30 injured students were taken to six hospitals in the area near the accident.
When Tragedy Strikes Our Campuses:

The initial response is to take whatever steps necessary to preserve life and safety.

As a risk management manager, the hard questions now begin:

How do you help your campus community (students, employees, administration, and surrounding community) recover from this event so their personal well being and professional effectiveness will not suffer long-term effects as a result of trauma?

How do you get your campus moving again after students and employees have suffered from injury, bereavement, or emotional trauma?
Meetings Held:

April 6-7, 2015, Emergency Protocol Meeting
California State University Office of the Chancellor

Objectives:
- To learn the process and procedures of emergency management response teams.
- To thoroughly discuss the tragic events and the impacts on the campuses.

Participants: Risk management, law enforcement, public relations, mental health, CO staff (individuals who have been directly impacted).

Outcomes:
Recommendations from the meeting were distributed to the campuses.
- Team planning
- Communication
- Families/Support
- Legal/Risk Management
- Training
September 18, 2015
Webcast
Objectives:

- Importance of collaborating and coordinating systemwide efforts between Counseling and Emergency Response teams during/aftermath of a crisis.
- Explore recommendations from teams that experience tragic events.
- Discuss mutual aid agreements.

Participants: 53 connections (all campuses participated - teams: mental health, law enforcement, risk management, business and finance, and public relations)

Outcomes:

- Dialogue among key departments on ways to strengthen collaboration across teams.
- Discussed the UC Santa Barbara, Humboldt, and Chico response to the events.
October 9, 2016, Managing a Traumatic Incident with Mental Health Support Meeting
California State University Office of the Chancellor

Objective:
• To learn of the strategies and collaborative efforts between campus teams that serve as first responders in the aftermath.

Participants: Risk management and counseling staff

Outcomes:
• Review and discuss recommendations
• Discussed best practices
• Discussed the need to establish mutual aid agreements
• Lessons learned
• Activities
THINGS TO CONSIDER

• Your first responders might be directly impacted from the incident.
• Business continuity - keep things moving after the incident.
• Does the campus need other support services?
• Does your campus have resources to support long term impacts?
MUTUAL AID AGREEMENT
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Counseling and Psychological Services (CAPS) mutual aid is the temporary reassignment of personnel and/or other resources from one campus to another campus within the California State University (CSU) CAPS system.
Higher Education Partners and Community Agencies

Higher Education Partners
Campuses should refer to the Organization of Counseling Center Directors in Higher Education (OCCDHE) policies for mutual aid procedures for cross-system requests.

Community Agencies
Community clinicians may be able to provide aid if they have previously been privileged by the host campus.
Steps to Request Mutual Aid

Requests for mutual aid will be made by the Director (or Director equivalent).

Upon approval, the Vice President of Student Affairs or designee makes a formal request for mutual aid assistance directly to the Vice President of Student Affairs or designee of all relevant guest campuses.

The CAPS Director (or Director equivalent) of the host campus then coordinates the mutual aid response with the CAPS Director (or Director equivalent) of the guest campus(es).
Expectations for Clinicians

All guest campus clinicians providing aid to the host campus will be accepting the assignment on a voluntary basis.

All guest campus clinicians must be licensed, privileged, and credentialed by their home campus.
Reimbursement

The host campus shall reimburse a guest campus for those costs that are a direct result of the assignment of personnel and/or other resources to the host campus for mutual aid assistance.
- **Personnel Costs – Salary** - Costs for the regular wages of personnel on mutual aid assignments are not reimbursable; personnel who would be on-duty at the guest campus are assigned to a host campus at no charge.

- **Travel Costs** - Travel costs to/from the host campus from the guest campus are reimbursable to the personnel.

- **Lodging and Meal Costs** – The host campus is responsible for arranging lodging and meals for personnel from guest campuses.
WORKERS COMPENSATION

When personnel from a guest campus are injured while in the course and scope of their participation under the mutual aid assistance agreement, the host campus will be responsible for the accepted workers’ compensation claim of the guest campus’ injured personnel.
DEPARTMENTS TO CONSIDER
DEPARTMENTS TO ENGAGE IN DIALOGUE

- Police Services
- Public Affairs
- IT Department
- Alumni Relations
- Food Services
- Child Care
- Housing
- Health Center
- Service Learning
- Disabled Student Services
- Custodial Services
- Social Work
- Local Higher Ed. Partners
- ProtoCall
- Local hospitals
- Local law enforcement
- County Emergency Response Team
- American Red Cross
- Non-profits who work with Red Cross
QUESTIONS?